



## **Provider Claim Processing (PCP) Training Manual**

**State of Tennessee  
Department of Intellectual and Developmental Disabilities**

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## Definitions

**Current Billing Period:** 6 Weeks

**Late Bills:** Claims where a specific service code on a unique cost plan has never been billed for a particular day.

**Adjustments:** Changes to a previously billed claim for a specific day for a unique cost plan.

**Late Bill and Adjustment Period:** The 7 weeks previous to the current billing period.

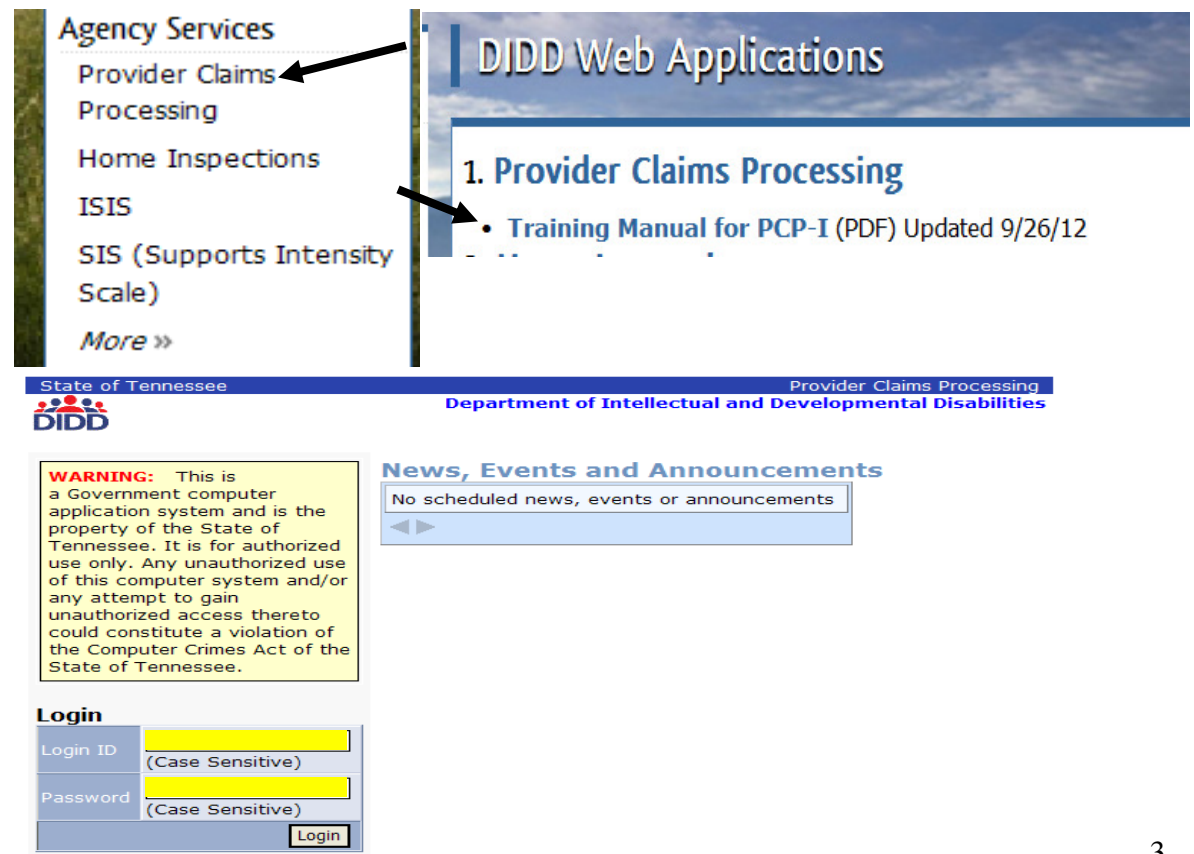
**Sweep Event** - A sweep of the billing will be done biweekly on Tuesdays. It will pick up anything billed prior to 12:01 a.m. Central Time on Tuesday morning that was not included in a prior sweep. New calendars will be added each Tuesday morning.

**NOTE:** See News, Events and Announcements for next sweep date on the homepage of the PCP application.

## Logging In

1. To open the Provider Claim Processing (PCP) home page.
2. Go to the DIDD home page at <http://www.tn.gov/didd>
3. Click on "Provider Claims Processing."
4. Click on "1. Provider Claims Processing – Phase 1 (PCP-I)."

**NOTE:** Updates to the manual and important notices will appear under this link so it is best if you access the site through the state home page.



The screenshot shows the DIDD Web Applications page. On the left is a vertical navigation menu with the following items: Agency Services, Provider Claims Processing, Home Inspections, ISIS, SIS (Supports Intensity Scale), and More ». An arrow points from the 'Provider Claims Processing' link in the menu to the main content area. The main content area has a header 'DIDD Web Applications' and a sub-header '1. Provider Claims Processing'. Below this, there is a link for 'Training Manual for PCP-I (PDF) Updated 9/26/12'. At the bottom of the page, there is a 'News, Events and Announcements' section with a message: 'No scheduled news, events or announcements'. Below this, there is a 'Login' section with fields for 'Login ID' and 'Password', both labeled '(Case Sensitive)', and a 'Login' button.

State of Tennessee  
DIDD

Provider Claims Processing  
Department of Intellectual and Developmental Disabilities

**WARNING:** This is a Government computer application system and is the property of the State of Tennessee. It is for authorized use only. Any unauthorized use of this computer system and/or any attempt to gain unauthorized access thereto could constitute a violation of the Computer Crimes Act of the State of Tennessee.

**Login**

Login ID (Case Sensitive)

Password (Case Sensitive)

Login

You can go to the page directly at:

<https://dmrsapps.tn.gov/DDPC/Login.aspx>

5. Enter your PCP user ID and Password into the appropriate fields of the login box and press the "Login" button.

**NOTE:** The initial ID and Password will be obtained by filling out a form provided as part of the provider enrollment. Please note your password has a ten (10) character limit.

## Introduction

Click on “Current Billing” to access an alphabetical list of service recipients for the current 6 week period.

Click on “Adjustments/Late Bills” to access the 7 weeks prior to the current 6 week period.

Click on “Monthly Report” to access the Report Query screen.

Click on “User Access” to access the list of current agency users and their designations. Access to this tab is available only to those indicated as “Managers” for their organizations.

Click on “Logout” to end session.

## Individual Service Recipient Search

1. To search for a recipient, use any combination of the Recipient’s last, first name, and/or social security number (hyphens are required).  
NOTE: Last and first name must be all CAPS. Using only the social security number provides the most accurate search results.
2. Click “Search.”

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PRINT

### Current Billing Month

Active Month	July 2012 (7/22-8/4)
Starting On	Sunday, July 22, 2012
Ending On	Saturday, August 04, 2012

### Start "Current Billing" Search Here

Use this search function to find the 'Current Billing' for a service recipient. Enter any combination of the service recipient's last, first and/or social security no. Click the 'Search Service Recipient' button below to view the result of the search.

Last Name	<input type="text"/>
First Name	<input type="text"/>
SS No.	<input type="text"/> (E.g. 999-99-9999)

Done

## Current Billing - 6 Weeks

1. Click on "Current Billing."
2. To locate a specific recipient, use the search box to type in the recipient's name or social security number (hyphens are required). Using the search box would be preferred to help speed up the search.  
**NOTE:** Last and first name must be all CAPS. Using only the social security number provides the most accurate search results.
3. If the search box is not used, an alphabetical list of Service Recipient names and Social Security Numbers will be displayed. The service Cost Center provided for the recipient will be listed under the "Service" column.
4. In the "Calendar" column, select a recipient's calendar by pressing the "View" button.

### Duplicate Periods:

- Duplicate periods occur when multiple cost plans exist within one billing period.

5. A calendar for the recipient will be displayed for the service that you selected.

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**CURRENT BILLING: Search Recipient Services**

Last Name  First Name  SS No.

**Recipient Services Search Result**

Last Name	First Name	SS No.	Service	Reg.	Period	Calendar
			6C612	M	June 2012 (6/24-7/7)	<a href="#">[View]</a>
			6C612	M	June 2012 (6/24-7/7)	<a href="#">[View]</a>
			6C612	M	July 2012 (7/8-7/21)	<a href="#">[View]</a>
			6C612	M	July 2012 (7/22-8/4)	<a href="#">[View]</a>
			6C612	M	June 2012 (6/24-7/7)	<a href="#">[View]</a>
			6C612	M	June 2012 (6/24-7/7)	<a href="#">[View]</a>
			6C612	M	July 2012 (7/8-7/21)	<a href="#">[View]</a>
			6C612	M	July 2012 (7/22-8/4)	<a href="#">[View]</a>
			6C612	M	June 2012 (6/24-7/7)	<a href="#">[View]</a>
			6C612	M	June 2012 (6/24-7/7)	<a href="#">[View]</a>
			6C612	M	July 2012 (7/8-7/21)	<a href="#">[View]</a>
			6C612	M	July 2012 (7/22-8/4)	<a href="#">[View]</a>
			6C612	M	June 2012 (6/24-7/7)	<a href="#">[View]</a>
			6C612	M	June 2012 (6/24-7/7)	<a href="#">[View]</a>
			6C612	M	July 2012 (7/8-7/21)	<a href="#">[View]</a>

First Prev 1 2 3 4 5 6 7 8 9 10 of 12 Next Last

Click on "Next" to go to next page.

Activity Date	Unit(s)	Swept Date
<b>Total</b>	<b>0</b>	
Monday, December 17, 2012	<input type="text" value="0"/>	
Tuesday, December 18, 2012	<input type="text" value="0"/>	
Wednesday, December 19, 2012	<input type="text" value="0"/>	
Thursday, December 20, 2012	<input type="text" value="0"/>	
Friday, December 21, 2012	<input type="text" value="0"/>	
<b>Total</b>	<b>0</b>	

First Prev 1 of 1 Next Last

Click on "Next" to go to next page.

6. Enter the billing data.

- **IMPORTANT:** Once a claim has been swept, as indicated by the date in “**Swept Date**” column that claim **CANNOT** be changed until it rolls over into Adjustments.
- **Reminder:** Current Billing is 6 Weeks.
- Services that are billed once a month.  
Date specific billing services cannot be billed until all elements required for that service are completed.  
Documentation of service completion must be present before billing can occur. For convenience, routinely billing on the last day of the month is acceptable after verification all required elements have been completed, but this results in potential payment delay consequences.

7. Use the “Tab” button on your keyboard to move to the next input field. **DO NOT** use the “Enter” button.

8. When you are finished entering all of the billing data, press the “**Submit**” button.

**IMPORTANT:**

- If a “Maximum Exceeded Message” appears, more units have been billed than the cost plan or service definition allows. This message will appear if the daily or monthly maximum is exceeded. Correct the units that have the message displayed above them in the input box and press “Submit”.
- In the event that multiple providers are authorized to provide a day service to a service recipient on the same day, only one provider will be allowed to bill for that service. Should a provider attempt to bill for a day service on a day when another day service for that service recipient has already been billed, PCP will generate the error message: **“Sorry, unable to process 1 units for this calendar day, the limit of 1 unit has already been entered.”**
- If no message appears, PCP will save the record.
- To go to another recipient, click on “Current Billing” or use the back button on the PCP menu.

Activity Date	Unit(s)	Swept Date
<b>Total</b>	<b>5</b>	
Monday, December 17, 2012	<input type="text" value="1"/>	01/15/2013
Tuesday, December 18, 2012	<input type="text" value="1"/>	01/15/2013
Wednesday, December 19, 2012	<input type="text" value="1"/>	01/15/2013
Thursday, December 20, 2012	<input type="text" value="1"/>	01/15/2013
Friday, December 21, 2012	<input type="text" value="1"/>	01/15/2013
<b>Total</b>	<b>5</b>	
First Prev 1 of 1 Next Last		<b>Submit</b>

Activity Date	Unit(s)	Swept Date
<b>Total</b>	<b>0</b>	
Monday, January 21, 2013	<input type="text" value="1"/>	
Invalid unit value, please make sure that the following criteria are met: 1. Unit entered was less than or equal to daily maximum 2. Unit entered was a positive whole number		
Tuesday, January 22, 2013	<input type="text" value="2"/>	
Wednesday, January 23, 2013	<input type="text" value="1"/>	
Thursday, January 24, 2013	<input type="text" value="1"/>	
Friday, January 25, 2013	<input type="text" value="1"/>	
<b>Total</b>	<b>0</b>	
First Prev 1 of 1 Next Last		<b>Submit</b>

## Adjustment/Late Bills - Period: The 7 weeks previous to the current billing period.

(Only managers or supervisors can make adjustments or do late bills)

1. Click on "Adjustment/Late Bills"



2. The "Search Adjustments/Late Bills" screen will appear.

### To search for an individual recipient

- Fill in using any combination of the Recipient's last, first name, social security number (hyphens are required).  
**NOTE:** Last and first name must be all CAPS. Using only the social security number provides the most accurate search results.
- Select a service month.
- Click "Search and Refresh List."

### Search Adjustment/Late Bills

Last Name	<input type="text"/>
First Name	<input type="text"/>
SS No.	<input type="text"/>
Service Month	<input type="text" value="Select Value"/>
<input type="button" value="Search and Refresh List"/>	

### For an entire list of recipients

- Click on the drop down arrow for "Service Month" and choose a time period.
- Click "Search and Refresh List."

### Adjustments and Late Bills Search Result

Last Name	First Name	SS No.	Service	Reg.	Adj./Late Bill
No adjustment/late billing records found... Please enter search criteria above.					
First Prev 1 of 1 Next Last					

## Adjustments and Late Bills Search Result

Last Name	First Name	SS No.	Service	Reg.	Adj./Late Bill
			9P619	W	<a href="#">[Click to View]</a>
			9P619	W	<a href="#">[Click to View]</a>
			9T611	W	<a href="#">[Click to View]</a>
			6D618	W	<a href="#">[Click to View]</a>
			6P619	W	<a href="#">[Click to View]</a>
			6P619	W	<a href="#">[Click to View]</a>
			6T611	W	<a href="#">[Click to View]</a>
			9D611	W	<a href="#">[Click to View]</a>
			9P619	W	<a href="#">[Click to View]</a>
			9P619	W	<a href="#">[Click to View]</a>

- The "Adjustments and Late Bills Search Results" screen will appear.
- Locate recipient and service code and click "Click to View."

- The "Adjustments and Late Bills" screen will appear.
- Click "Click to View" on the date that needs an adjustment or late bill.

## Adjustments and Late Bills

### Adjustment and Late Billing For

Last Name	
First Name	
SS No.	

### Cost Plan Information

Site No.	PA243
Start Date	07/01/2012
End Date	07/31/2012
Monthly Max	312.00
Annual Max	312.00
Standard Rate	\$3.69

### Service Information

Service Code	9P619
Service Name	PA QTRHR

Activity Date	Unit(s)	Adj./Late	Adj./Late Bill
Sunday, July 22, 2012	24.00	0.00	<a href="#">[Click to view]</a>
Monday, July 23, 2012	0.00	0.00	<a href="#">[Click to view]</a>
Tuesday, July 24, 2012	0.00	0.00	<a href="#">[Click to view]</a>
Wednesday, July 25, 2012	0.00	0.00	<a href="#">[Click to view]</a>
Thursday, July 26, 2012	24.00	0.00	<a href="#">[Click to view]</a>
Friday, July 27, 2012	0.00	0.00	<a href="#">[Click to view]</a>
Saturday, July 28, 2012	24.00	0.00	<a href="#">[Click to view]</a>
Sunday, July 29, 2012	0.00	0.00	<a href="#">[Click to view]</a>
Monday, July 30, 2012	0.00	0.00	<a href="#">[Click to view]</a>
Tuesday, July 31, 2012	0.00	0.00	<a href="#">[Click to view]</a>
First Prev 1 of 1 Next Last			

Click on "Next" to go to next page.

## Entering Late Bills:

1. Enter the total number of units for that calendar day.
2. Click the “Submit” button.

**Error Messages:** An error message will appear if the daily or monthly maximum is exceeded. A “Monthly Maximum” message will indicate more units have been billed than the cost plan or service definition allows. Correct the units that have the message displayed in the input box and press “Submit”.

**NOTE:** If a service is near the monthly maximum the adjustments lowering units should be completed prior to adding units to any day.

- If no message appears, PCP will save the record.
- Repeat step 1 above until all late bills for the recipient are entered.
- To go to another recipient and service code, click on “Adjustments/Late Bills” or use the back button on the PCP menu.

### Adjustments and Late Bills

Adjustment Date	Unit(s)	Delete
<a href="#">09/05/2012</a>	<input type="text"/>	
First Prev 1 of 1 Next Last		<input type="button" value="Submit"/>

### Adjustments and Late Bills

Adjustment Date	Unit(s)	Delete
OraOLEDB:ORA-20205:		
<b>MONTHLY MAXIMUM:</b> Sorry, unable to process 24.00 units for this calendar day. The maximum monthly allowance ( 312.00 ) will be reached if this number of unit(s) is processed. Only 23.00 more unit(s) may be entered for this calendar month.		
ORA-06512: at "DDPC.PROC_BILL_TRAN_ADJ_MNT", line 574 ORA-06512: at line 1		
<a href="#">09/05/2012</a>	<input type="text" value="24"/>	
First Prev 1 of 1 Next Last		<input type="button" value="Submit"/>

## Entering Adjustments:

1. You will enter the new total “units” for that calendar day. **DO NOT CALCULATE AND ENTER THE DIFFERENCE BETWEEN THE OLD UNITS AND THE NEW UNITS.**

### NOTE:

- If the unit(s) are to be changed to zero a zero MUST be entered.
- The application will do the calculations for the adjustment. The application creates an adjustment record which cancels out the existing balance and creates another **record** for the new entry.
- Changes are only necessary on the dates of service affected. If a date during the timeframe does not change it should be left as is.

2. Click the “Submit” button.

### NOTE:

- Once you click on “Submit” you will return to the “Adjustments and Late Bills” screen for this recipient. The “Adj./Late” column reflects the actual net adjustment. You can make multiple adjustments for a single calendar day by entering the “total of number of units” on each new entry.

### Adjustment Examples:

- Twenty (20) units were billed, but 23 units should have been billed. To adjust this claim, enter 23 units during the late bill and adjustment period. This generates a void on the original claim and enters the correct number of units on a new claim. The void of the original claim and the new claim will be swept accordingly.
- The wrong cost center was billed. To adjust this claim, enter the number zero under the wrong cost center. Enter the number of units for the correct cost center during the late bill and adjustment period. This generates a void of the original claim and enters the correct number of units on a new claim.

## Adjustments and Late Bills

Adjustment Date	Unit(s)	Delete
<a href="#">09/05/2012</a>	<input type="text"/>	
First Prev 1 of 1 Next Last		<input type="button" value="Submit"/>

## Adjustments and Late Bills


Adjustment Date	Unit(s)	Delete
OraOLEDB:ORA-20205:		
<b>MONTHLY MAXIMUM:</b> Sorry, unable to process 24.00 units for this calendar day. The maximum monthly allowance ( 312.00 ) will be reached if this number of unit(s) is processed. Only 23.00 more unit(s) may be entered for this calendar month.		
ORA-06512: at "DDPC.PROC_BILL_TRAN_ADJ_MNT", line 574 ORA-06512: at line 1		
<a href="#">09/05/2012</a>	<input type="text" value="24"/>	
First Prev 1 of 1 Next Last		<input type="button" value="Submit"/>

**Error Messages:** An error message will appear if the daily or monthly maximum is exceeded. A “Monthly Maximum” message will indicate more units have been billed than the cost plan or service definition allows. Correct the units that have the message displayed in the input box and press “Submit”.

- If no message appears, PCP will save the record.
- Repeat step 1 above until all adjustments for the recipient are entered.
- To go to another recipient and service code, click on “Adjustments/Late Bills” or use the back button on the PCP menu.

## Summary Reports

1. Click on the "Monthly Report" on the PCP menu.
2. The "Summary Report" menu appears. There are tips on the right side of the page in a yellow box for better and more efficient searches.
3. Select **Report Type** – Based on the selected report type data will be gathered by **calendar month** or **billing period**.
4. Select a (calendar/billing) month to view.  
**Note:** If you select a posting period it shows whatever has been billed to date regardless of "sweep" status.
5. Fill in any of the fields to search by.
6. After filling in the search boxes, click the "Preview Report" button, the list of service recipients that you searched for will be displayed.

	<a href="#">[Current Billing]</a> <a href="#">[Adjustment/Late Bills]</a> <a href="#">[Monthly Report]</a> <a href="#">[User Access]</a> <a href="#">[Logout]</a>
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### Summary Reports:

Report Type	<input checked="" type="radio"/> Monthly report with one day delay <input type="radio"/> Billing period report with one day delay
Calendar Month	Select Value Select Value AUGUST 2012 JULY 2012 JUNE 2012 MAY 2012 APRIL 2012 MARCH 2012 FEBRUARY 2012 JANUARY 2012 DECEMBER 2011 NOVEMBER 2011 OCTOBER 2011 SEPTEMBER 2011 AUGUST 2011 JULY 2011 JUNE 2011 MAY 2011 APRIL 2011
Recipient Last Name	
Recipient First Name	
SS No.	
Service Code	
Site Code	
Total Unit Greater Than or Equal To	
Records per page	
*An exact match is required	
<input type="button" value="Preview Report"/>	

### Summary Reports:

Report Type	<input type="radio"/> Monthly report with one day delay <input checked="" type="radio"/> Billing period report with one day delay
Posting Period	Select Value Select Value July 2012 (7/22-8/4) July 2012 (7/8-7/21) June 2012 (6/24-7/7) June 2012 (6/10-6/23) May 2012 (5/27-6/9) May 2012 (5/13-5/26) May 2012 (5/1-5/12)
Recipient Last Name	
Recipient First Name	
SS No.	
Service Code	

Please enter the filter criteria for the "Summary Reports". It may take a couple of minutes to build the report.


#### REPORT TIPS:

1. Select a 'Calendar Month/Posting Period' to preview.
2. Set 'Records per page' to 'All' when generating a printed paper copy, otherwise use '5', '10', '25' or '100' when previewing the report on screen.
3. To remove "Units" that have zero (0) values from the report, enter **1** on the "Total Unit Greater Than or Equal To" entry box.

7. You may sort the report by any of the “underlined” headings at the top of the summary report by clicking on the heading.
8. To print the report, simply press the print button on the left hand side of the summary report.  
**Note:** You can copy the information in the previewed report and paste it in Excel for extensive manipulation.

## Example of Reports

### Monthly report with one day delay



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[\[Admin Access Setup\]](#)  
[\[Posting Month Setup\]](#)  
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[\[Adjustment/Late Bills\]](#)

Calendar Month Billing Report

Calendar Mon.	Site	Last	First	MI	SS No.	Code	Service	Rate	Unit	Amount
2010-11	SC592					6C612		\$231.00	1	\$231.00
2011-03	SC592					6C612		\$231.00	1	\$231.00
2010-12	SC592					6C612		\$231.00	1	\$231.00
2011-08	SC592					6C612		\$231.00	1	\$231.00
2012-01	SC592					6C612		\$231.00	1	\$231.00
2010-09	SC592					6C612		\$231.00	1	\$231.00
2010-07	SC592					6C612		\$231.00	1	\$231.00
2010-11	SC592					6C612		\$231.00	1	\$231.00
2011-06	SC592					6C612		\$231.00	1	\$231.00
2010-08	SC592					6C612		\$231.00	1	\$231.00
									Total	\$2310

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### Billing period report with one day delay

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[\[Posting Month Setup\]](#)  
[\[News and Events\]](#)  
[\[Adjustment/Late Bills\]](#)

Monthly Billing Full Report

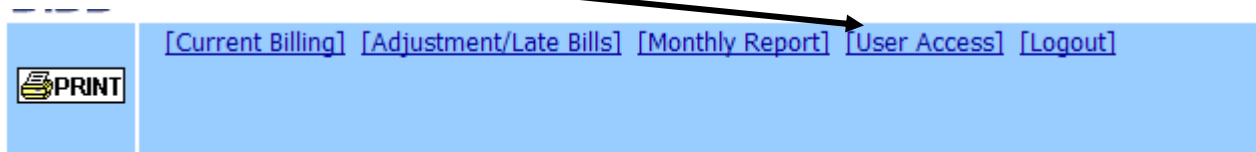
Service Mon.	Site	Last	First	MI	SS No.	Code	Service	Rate	Unit	Amount
June 2012 (6/24-7/7)	SC592					6C612		\$231.00	1	\$231.00
June 2012 (6/24-7/7)	SC592					6C612		\$231.00	1	\$231.00
June 2012 (6/24-7/7)	SC592					6C612		\$231.00	1	\$231.00
June 2012 (6/24-7/7)	SC592					6C612		\$231.00	1	\$231.00
June 2012 (6/24-7/7)	SC592					6C612		\$231.00	1	\$231.00
June 2012 (6/24-7/7)	SC592					6C612		\$231.00	1	\$231.00
June 2012 (6/24-7/7)	SC592					6C612		\$231.00	1	\$231.00
June 2012 (6/24-7/7)	SC592					6C612		\$231.00	1	\$231.00
June 2012 (6/24-7/7)	SC592					6C612		\$231.00	1	\$231.00
June 2012 (6/24-7/7)	SC592					6C612		\$231.00	1	\$231.00
June 2012 (6/24-7/7)	SC592					6C612		\$231.00	1	\$231.00
June 2012 (6/24-7/7)	SC592					6C612		\$231.00	1	\$231.00
Total									\$2310	
First Prev 1 2 3 4 5 of 5 Next Last										

## User Access

Only individuals identified as “Manager” in the organization’s “Access Group” can access this section.

### Manager Instructions – Add, Update or Deactivate A User:

1. Log into the PCP system with your user ID and password.
2. Click on the “User Access” button on the PCP menu.



### To add a user:

1. Enter the user’s new ID and password into the appropriate fields.

**Note:** To stay consistent, set the user’s ID as their email and initial password as LETMEIN.

2. Select a status of the user under the “Access Group” column.

Note: Only those identified as managers or supervisors in the access table can make adjustments or do late bills.

3. Select “Yes” on “Required Password Change.”
4. Select “Yes” on “Active”
5. Press the submit button at the bottom of the screen.

There should only be one manager per agency.

Login ID	Password	Access Group	Req. Pass. Change	Active
DOE.JANE@ISP.COM	LETMEIN	Staff	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
DOE.JOHN@ISP.COM	LETMEIN	Manager	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
		Select Value	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

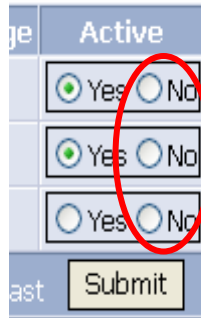
## To change a user's password or ID:

1. Simply change the information in the appropriate fields to the new user ID or password.

## To deactivate a user:

1. Simply click the radio button "No" under the "Active" column and press the submit button.

**IMPORTANT:** Passwords should not be shared within an organization. If an individual leaves the organization, their access to this application should be terminated. Failure to do so will put the agency at risk as former employees will have the ability to access the internet from anywhere and enter or change data.



ge	Active
	<input checked="" type="radio"/> Yes <input type="radio"/> No
	<input checked="" type="radio"/> Yes <input type="radio"/> No
	<input type="radio"/> Yes <input type="radio"/> No
ast	<input type="button" value="Submit"/>

**Note:** For security reasons, not everyone in an agency should have access to the PCP billing program. Think of the program as your checkbook and how many people you want to have access to it. Also, if you have more than one person doing the billing, one suggestion is to split the alphabet of names with one person having the first half and another person having the second half. Do not post your user ID and password on boards or on notes on your desk. Keep this information confidential. **Please notify your Regional Office if the agency's manager changes.**

## Contact Information:

- For Billing, Payment and Performance Issues;
- Problems with billing, payments, and PCP performance issues should be reported to [DIDD\\_Monthly.PRA@tn.gov](mailto:DIDD_Monthly.PRA@tn.gov).

Please include your agency name, phone number, Login ID, contact name, recipients' social security number, service code, date of service, other pertinent information and any screenshots.

- Forgotten Passwords

Managers may obtain their login password for PCP by emailing [DIDD\\_Special.Services@tn.gov](mailto:DIDD_Special.Services@tn.gov). Include agency name, phone number, Login ID, contact name and other pertinent information.

The Agency Manager is responsible for forgotten passwords for agency supervisors and staff.